Administrative Response
AST
March 7th, 2014

We thank you for your tireless dedication to your profession, students and the community as you’ve created, maintained and improved the outstanding quality of the discipline. Your presentations were thoughtful, thorough and well organized.

This response contains 4 sections: 1) Commendations, 2) suggestions/observations, 3) response to recommendations/areas of SAC needs and 4) Closing comments.

1. **Commendations**
   *The inclusion of “ethical decision making” relative to repair and service*
   *NATEF Certification*
   *Correction and update to class scheduling resulting from information learned during the last program review*
   *The creation of a Shop Lab Capstone sequence to facilitate the development of soft skills*
   *ASE certification for all full and part time faculty*
   *ASE testing for students during Capstone sequence*
   *The development and implementation of a student portfolio to assist in the assessment of non-technical skill acquisition*
   *Descriptions of 4 assessment methodologies: ASE Student Certification, Rubric for Auto Department Portfolio, Final Program Reflection (proposed), and Portfolio “Artifacts”*
   *The use of an Advisory Committee reviewed and approved rubric*
   *ASRT Faculty serving on high school advisory committees*
   *Active participation with area high schools through PACTEC and dual credit*
   *Effective use of embedded Perkins Advisor, who in addition to other functions helps ASRT students coordinate with OSD, Voc Rehab, PCC Counselors and others*
   *The inclusion of Hybrid Vehicle Technology based on guidance from Business and Industry*
   *Taking into account cost to students when considering the requirement for entering students to have a tablet computer*
   *The use of a modular based program enabling students to concentrate more fully on content while developing meaningful mentoring relationships with faculty*
   *Effective use of your Advisory committee*
   *Final program reflections by students during their capstone experience*
*Use of student handbook to communicate program expectations to students
*The requirement that all first term students take CG-Job Finding Skills
*Playing a key role in upgrade training of community college and high school instructors during Summer Workshop
*The creation and use of a “vehicle inspection form” reflective of current industry practices
*Effective participation in bond design work and renovation, resulting in a more up to date facility
*The award of $200,000 from the Small Business Administration to develop curriculum in Hybrid Vehicle Repair and Maintenance
*Your work with a private company to install required safety signage free of charge
*The creation of the AVTG (Advanced Vehicle Training Group)

2. **Suggestions and Observations**

Regarding the issue of obtaining employment data for program graduates, we suggest you work with Laura Massey, Director of Institutional Effectiveness. She may be reached at [laura.massey@pcc.edu](mailto:laura.massey@pcc.edu) or X-7700

We want to acknowledge the great work you are doing with assessments, including student learning outcomes and program outcomes. The use of the ASE exams to meet your TSA requirements, not only works well, but helps prepare students for the official exams later in their careers.

It was suggested that you consider having students share their portfolios, particularly with entering students, to give them an idea of what they are working towards. Given reluctance by students to share their entire portfolios, you might consider a version of a Poster Session in which students only share a small portion of their materials.

Mention was made of a recent retirement and the resulting need to hire a new, full time instructor for next fall term. In looking at Instructor Qualifications posted for your program, it will be necessary to update them to include qualifications that would enable an instructor to teach somewhat of a full range of course offerings, since the ones listed are course by course. For technical assistance, you may contact Kendra Cawley, Dean of Academic Affairs. She may be reached at [kcawley@pcc.edu](mailto:kcawley@pcc.edu) or Ext 4481.

3. **Recommendations**
The Automotive Service Technology has some big challenges ahead of us. Some of these challenges are operational and will require us to think in new ways of delivering our curriculum. Many of them involve how we will keep up with new technology, keep current technology working, and maintain an excellent technical training program for students. We will have to be innovative in how we budget our funds, spend any additional funds available and find new funding sources. This program is a vital tool for students looking for a career, industry needing skilled workers, and working technicians struggling to keep up with current technology. Our challenge is to get the support we need from all of our customers (Industry, School, Students, and Industry Technicians).

Our budget will need to be able to support the increasing need for information subscriptions to enable vehicle communication tools to function on a yearly basis. These tools also need to be upgraded as industry changes the platforms they use for these tools. The most urgent need we have is for enough computers for students to be able to access on line information systems to obtain repair data. These computers do not need to be the high end computers the school buys for other departments. Their main function will be an internet search device to access specific information sites i.e. All Data, and Mitchell On Demand.

In the last program review we discussed the possibility of changing the accounting guidelines for our parts budget. Our parts budget would be able to last through the year if when we sell a part to the customer when they pay for it the money would go back into our parts fund. This would enable us to have a parts budget that lasted until the end of the year. Eventually a portion of this budget would become self-sustaining.

The Automotive Service Technology Summary of Recommendations:

- **Budget for an increase in the number of student computers**
  
  *Please work with your Division Dean to determine the number and type of computers needed, along with their cost. In turn, the Campus DOI will work with your Division Dean to look for the needed funding.*

- **Install enough band width to accommodate computer use**
  
  *Please work with Lucy Currey, Manager Campus Technology Services, to identify the specific need and associated cost. She may be reached at lcurrey@pcc.edu or ext 4386. Your DOI will work with your Division Dean to search for funding.*

- **Better funding for parts budget**
More detail is needed, in that a review of A40901-04001 indicates you started FY 13 with a budget of $116,536. Sometime thereafter, $25,928 was removed from this account and transferred elsewhere. A total of $80,855 was spent with an available cash balance of $9,752. While we understand the concept behind this recommendation, the numbers do not appear to support the need. If there is additional information, please provide it to your Division Dean and DOI. Dan, let’s plan to meet with Brent and Dorinda to discuss this, as there seems to be some difference in budget data.

- Make the best use of the facility, tools, equipment, and resources that we have
  We support this recommendation. As you move to making the “best use of the facility...” please provide an update to your Division Dean and DOI, as optimizing facility utilization is an important issue. Lessons learned and best practices, likely, will benefit others as well.

- Budget for new Plug-in curriculum
  Please work with your Division Dean to identify a detailed plan along with the one-time costs involved in this recommendation. Your Division Dean and DOI will use this information to create a path forward.

- Budget for instructor / staff training in Plug-in technology
  Please work with your Division Dean to identify a detailed plan along with the one-time costs involved in this recommendation. Your Division Dean and DOI will use this information to create a path forward.

- Budget for replacement of aging tools and equipment
  Please work with your Division Dean to identify a detailed plan along with the one-time costs involved in this recommendation. Your Division Dean and DOI will use this information to create a path forward.

- Budget for new equipment to meet industry standards
  Please work with your Division Dean to identify a detailed plan along with the one-time costs involved in this recommendation. Your Division Dean and DOI will use this information to create a path forward.

- Offer more fleet / technician continuing education classes
We applaud this recommendation, as in the past offering CEUs proved to be mutually beneficial to the industry and the Department, particularly through the generation of revenue to support your program.

- Monitor student progress to ensure more students complete CG209 and Co-op
  
  We applaud and support this recommendation.

- Find and nurture new corporate/business sponsors
  
  We applaud and support this recommendation.

- Get additional industry representation on our advisory board
  
  We applaud and support this recommendation.

- Apply for grants and other funding sources that will help us support our program
  
  We applaud and support this recommendation. Vanessa Wood has just recently been appointed as the interim Grants Director. She may be reached at Vanessa.wood@pcc.edu or ext 4656. Additionally, if you haven’t already, we recommend you discuss this with either or both of our in-house NSF experts: Todd Sanders tsanders@pcc.edu ext 4654 and/or Pat Kraft pkraft@pcc.edu ext 8170.

- Look for money available for supporting/developing “green technologies”
  
  If you haven’t already, we suggest you reach out to and make your interests known to some or all of the following, as they work closely in the areas of sustainability. Kim Smith, PCC’s Regional Director for the Center of Excellence concerning sustainability kdsmith@pcc.edu ext 4097, Erin Stanforth, PCC’s manager for sustainability erin.stanforth@pcc.edu ext 8581, Heidi Sickert, SPARC Chair heidi.sickert@pcc.edu ext 4465

4. Closing Comments

It was immediately obvious to us that you take great pride in your offerings and have dedicated countless hours to continuously improve them.

In closing, we want to thank you for a very thoughtful Program Review and engaging presentation.

Administrative Response submitted by Jeff S. Triplett on behalf of the Deans of Instruction and Dean of Academic Affairs.
Cheryl Scott
Jeff Triplett
Marilyn Davis
Kurt Simonds
Kendra Cawley

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